



MEMORANDUM

TO: All Consolidated Agency CIOs

FROM: Steve Washko, EUC Manager, CMS BCCS *SW*

DATE: December 13, 2007

SUBJECT: Need for pilot customers to test Microsoft security patches

As you are aware, Microsoft releases critical security patches for its operating systems and components at least once a month. These patches should be applied to all Consolidated Agency computers. In order to serve you, the CMS End User Computing (EUC) team can deploy these patches in a timely manner to all systems that have the software client for Microsoft's Systems Management Server (SMS) installed. In order to facilitate these deployments, CMS is requesting that each consolidated agency identify a group of pilot customers within your agency that would receive these patches before they are deployed to the entire user base of your agency. Below is a synopsis of the requirements and responsibilities for these patch pilot customers.

Each agency pilot team should represent a cross section of customers and applications. We would like to ensure the functionality of the patches for different types of users such as:

- a "standard" customer with a set of standard applications
- an application developer with a complex set of applications
- a customer with a unique application

The number of pilot customers per agency can vary but should be representative of the entire agency's hardware and software needs to the greatest extent possible.

The pilot teams will be notified approximately once a month that the newest patches will be pushed to their systems over an upcoming weekend. After the patch has been applied, if the pilot teams experience a problem they should notify their respective EUC team manager. An EUC technician can then postpone or cancel the push. These security patches will have been tested prior to distribution to the pilot customers. Past problems concerning security patches have been minimal.

Please provide the following information for each pilot customer: **Customer Name, E-Mail address, Computer Name, Agency, and Customer Location.**

Ideally, this set of pilot customers will also be involved with other future software upgrades as well - such as for Blue Zone, Microsoft Office 2007, and Microsoft Vista.

EUC Supervisors can assist with identifying agency pilot candidates. Please respond by Friday December 21, 2007 to Steve.Washko@Illinois.gov with your pilot customer list. Patches are ready to be pushed now, so we appreciate your attention in this matter.

Thank you for your assistance in this matter and feel free to contact me should you have any questions or comments.